



# State of Connecticut Criminal Justice Information System Roadmap

Revolutionary Technology Linking Connecticut's Criminal Justice & Law Enforcement Community

October 2013 ~ Vol. 2, No. 10

## *Karl Lewis Takes Classification Management to the Next Level*

### *How CISS Will Streamline Prisoner Placement Assessment*

To say that Karl Lewis is familiar with the Connecticut Information Sharing System (CISS) and CJIS is an understatement.



*Karl Lewis, Director of Offender Classification & Population Management.*

Lewis came to know CISS from its inception when CJIS started to design workflows using Department of Correction (DOC) information. He has already invested a lot of his time and effort to ensure the success of CISS, and continues to do so today because he sees the value of having a statewide information sharing system. "Transparency, data-based decisions,

and real time information will contribute to officer and public safety, which cannot be overvalued," he said.

As a life-long resident of Connecticut, Lewis was involved early in his career in public service. Born in Hartford and raised in central Connecticut, Lewis resides there today with his wife and three boys. After graduating from University of Connecticut with a Master's in Public Affairs, Lewis held various positions in DOC, including prison Unit Manager, Parole Officer for the Board of Parole, and Classification Counselor, before taking his current position as Director of Offender Classification & Population Management.

As Director, he is in charge of overseeing inmate assessment and classification statewide. Those responsibilities include determining risk and needs factors and, increasingly, criminogenic (situations that correlate to criminal behavior) needs. He also choreographs movements of prisoners between facilities, implements training and audits in classification functions, and manages the business aspects of information

systems development internally and from other sources.

As a proponent for streamlining operations whenever possible, Lewis was part of a team that determined the requirements for, and implemented, the Case Notes computer system. In effect since September 2012, the Case Notes computer system is used both by DOC and Board of Pardons and Paroles (BOPP). It provides a way to share information between BOPP and DOC's field and facilities components and to manage

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Mike Lawlor,

*Under Secretary, State of Connecticut OPM  
and*

Judge Patrick L. Carroll, III

*Deputy Chief Court Administrator*



Mike Lawlor, Under Secretary, OPM

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## RMS Certification Guidelines

As indicated in last month's article on Records Management System (RMS) Certification, the CJIS technical team is working with stakeholders, Xerox representatives, and RMS vendors on the RMS Certification document. RMS Certification is a collection of guidelines and processes intended to ensure law enforcement agencies and police departments can efficiently and effectively exchange criminal justice information between their RMS systems and CISS. Under the certification process, stakeholders, vendors, and the CJIS technical team will collaborate on data element names and clarify the way that they are used.

The CJIS technical team is completing its internal review of the RMS Certification. Once the internal review is complete, we will work with Xerox representatives to ensure that the processes are in line with the technical requirements.

After both the CJIS technical team and Xerox representatives are in agreement with the guidelines, the CJIS technical team will send it to LEA stakeholders. The stakeholders will have a few weeks

to review the document and determine the required data elements, information exchange packages, and validation requirements needed for their RMS systems.

In October, the CJIS team will schedule a series of meetings with LEA stakeholders to discuss and confirm their needs. Since RMS systems vary across agencies, not all LEAs will have the same requirements.

After reviewing the document with LEA stakeholders and incorporating the required elements, the CJIS technical team will meet with RMS vendors in November and December to discuss the results of the stakeholder feedback. Both groups will have the opportunity to collaborate on details of the RMS Certification document and determine a course for technical implementation.

Using the information and guidelines from the RMS Certification document, vendors will be required to build a software interface that will be able to determine when and how to send information in the Information Exchanges. ■

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# PMO Perspective: CJIS Welcomes Durational Project Manager for CISS

*Mark Tezaris, CJIS Program Manager*

I would like to extend a warm welcome to Rick Hegwood, CJIS' new Durational Project Manager for CISS. Rick Hegwood began as the new project manager for CISS on September 9, 2013. He brings with him extensive experience in project management, including the implementation of Core-CT in 2003. Core-CT is the state of Connecticut's integrated human resources, payroll, and financial system.



As part of the CISS Moving Forward Strategy, Hegwood will assist the CISS project in several key areas.

One of Hegwood's assignments is to address concerns about the CJIS security policy. Hegwood is working with Joan Hilliard of DESPP and a small group of stakeholders to address some of the security issues on information sharing and FBI data.

Another focus for Hegwood will be coordinating work release schedules with the CISS team and Xerox representatives. When planning the timetables, Hegwood will synchronize the work between both teams and provide CISS project milestones.

Hegwood is also facilitating stakeholder

engagement in the CISS project. Hegwood has begun to meet with stakeholders individually and collectively to understand their concerns and solicit their feedback. Their participation in the planning and development of CISS is crucial to the success of the project.

Hegwood and the CISS team will be providing regular status updates on CISS through previously established channels, including the CJIS Report to the Connecticut Legislature, the CJIS Quarterly Governing Board Meetings and Reports, the CISS Monthly Status Meetings, and the CJIS Roadmap Newsletter.

Please join me in welcoming Rick to the CJIS team. ■

## Introducing: Rick Hegwood

Rick Hegwood was born and raised in New Jersey. In 1982, after graduating from the University of Connecticut with his master's degree in business administration, he settled in Connecticut with his wife and two children. Hegwood worked for Accenture, a worldwide management consulting, technology and outsourcing services organization, for twenty-six years, first as a software developer and later as a systems integration consultant.

Hegwood has successfully managed many projects in the public sector, including Child Support Enforcement,

environmental, human resource and accounting services. He considers one of his major accomplishments a series of large statewide Enterprise Resource Planning (ERP) projects with the states of Ohio, Massachusetts, and Connecticut. Hegwood managed another project in Massachusetts that involved sharing information across Human Service agencies, which closely resembles the way CISS is going to facilitate information exchanges and searches for the criminal justice community.

Hegwood will bring his extensive experience with these large public sector projects to guide the CJIS team, vendors, and stakeholders with the CISS project. ■



# CISS Project Management Updates

The CISS project is moving forward with three separate but interrelated Waves; Wave 0, Version 1.5, Search Release 1, and Wave 1.

## WAVE 0, VERSION 1.5

The CJIS technical team is finishing the construction of the Production framework for the Software Development Life Cycle (SDLC). The Production environment, which is a copy of the User Acceptance Testing (UAT) environment, is the fourth and final stage of the cloning project commonly known as Rapid Provisioning. In Production, the changes to the server environment

are final and the updated environment is available to the users.

The cloning of the Production environment was accomplished in two days, as compared with a manual construction that used to take approximately forty-eight days to complete. The team also worked on developing server patch and backup strategies.

In October, we will test both server patch and backup strategies and document standard operating procedures. We will also define system health checks, i.e., examine the condition of a system, including how to troubleshoot problems should they occur. The capacity of the system will also undergo vigorous testing using large numbers of users and volumes of data. ■

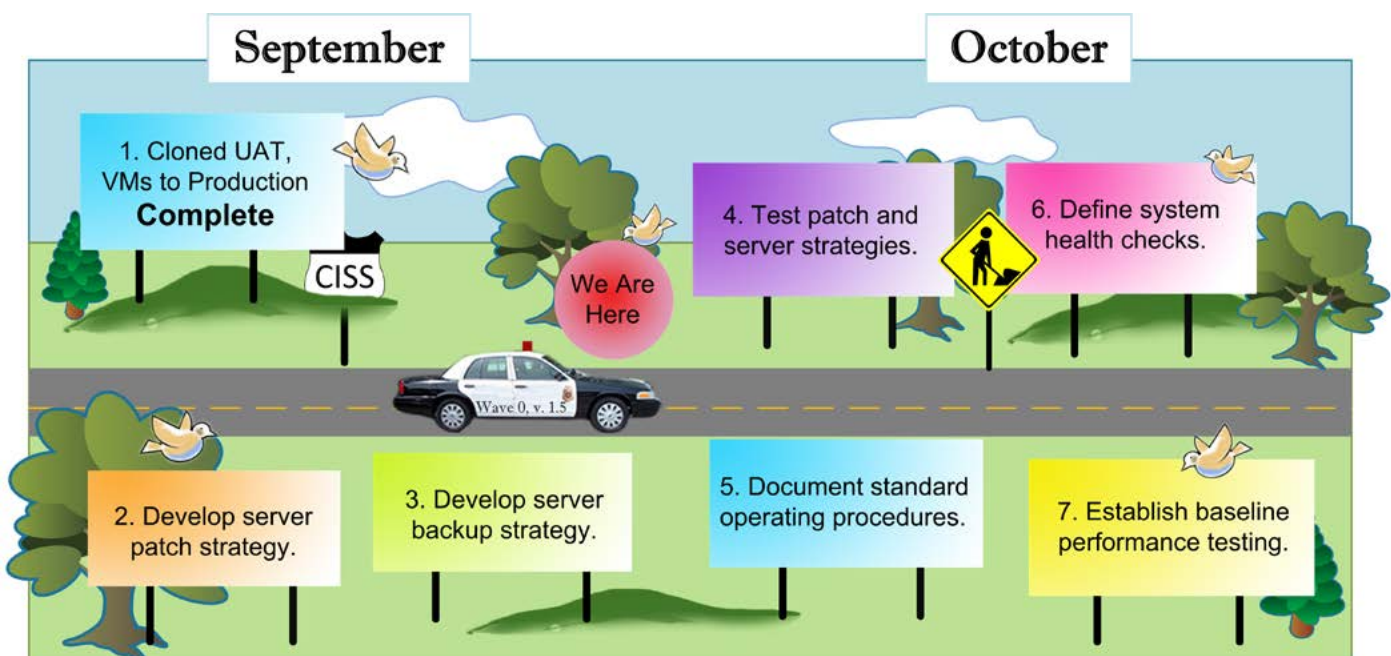
## ACCOMPLISHMENTS

1. Cloned UAT virtual machines to the Production environment.
2. Develop server patch strategy.
3. Develop server backup strategy.

## NEXT MONTH

4. Test patch and backup strategy.
5. Document standard operating procedures.
6. Define system health checks.
7. Test system to establish baseline performance testing.

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*CISS Project Management Updates, continued from page 4*

**SEARCH RELEASE 1**

Collaborating with the Xerox team, an agreement was finalized on the User Interface (UI) design for Law Enforcement Agency (LEA) audiences. Nine different searches will be incorporated into the design, most of which will apply to other user audiences as well.

CJIS project managers and Xerox representatives agreed on the re-alignment of SR1 milestones.

The CJIS business team met with Judicial stakeholders and gathered requirements for the Criminal and

Motor Vehicle System (CRMVS), the Protection Order Registry (POR), and the Centralized Infraction Bureau (CIB). Meetings will continue in October to complete the requirements for the searches.

Once it was placed in the production environment, information for searches for these systems was copied from Paperless Re-Arrest Warrant Network (PRAWN), Offender Based Information System (OBIS), POR, CRMVS, CIB and other agency systems to CISS. This copying of

information into CISS ensures that the load on the production system that manages the agency will be minimized. Instead, the search sources in the CISS system will manage the volume of traffic.

Development of the training curriculum for CISS searches will begin in October. We will be working with Xerox on the creation of training materials.

Working with stakeholders, the CJIS team will define the next data system that they will add to CISS. ■

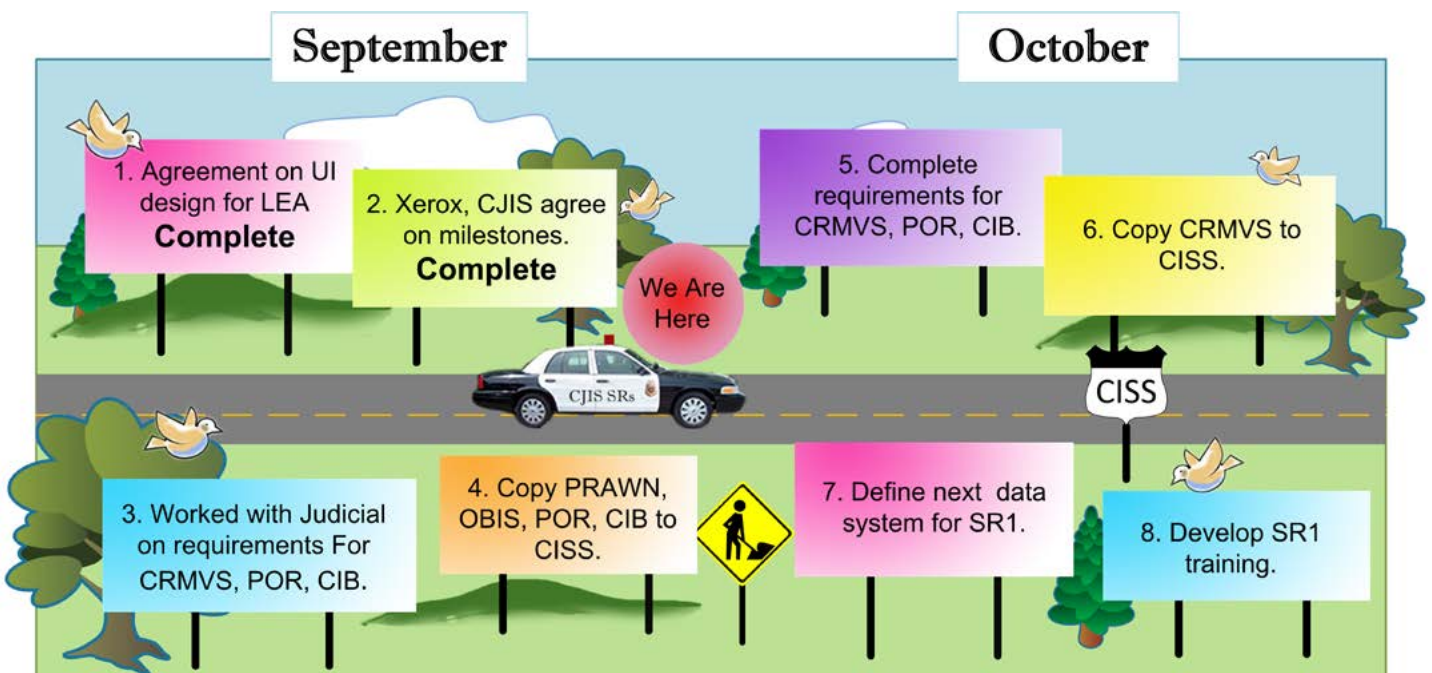
**ACCOMPLISHMENTS**

1. Completed agreement with Xerox on design process for UI. Xerox will start building the UI in October.
2. Xerox, CJIS agreed on SR1 milestones.
3. CJIS, Judicial do requirements for CRMVS, POR, CIB.
4. Copied data from PRAWN, OBIS, POR, and CIB to CISS.

**NEXT MONTH**

5. Complete requirements with Judicial for CRMVS, POR, and CIB.
6. Copy CRMVS data to CISS.
7. Define next data source.
8. Develop training for SR1.

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*CISS Project Management Updates, continued from page 5*

**WAVE 1**

The CJIS business team worked with stakeholders to finalize more of the Wave 1-UAR requirements and submitted them to Xerox.

For Wave 2-Misdemeanor Summons, work on obtaining requirements for Information Exchanges began.

After meeting with Xerox representatives, an agreement was made on new Wave 1 milestones. Both teams

considered resources when planning the project milestones.

The scope of Wave 1 was expanded to include a front end screen in CISS to submit arrest paperwork. Also, CONNX will be used to monitor an RMS database for changes. If it finds information that is applicable, it will transmit this data to CISS as an information exchange. This would be an alternative to using an RMS system for those stakeholders whose RMS systems

are not able to perform this task.

In October, we will continue to review Wave 1 requirements with stakeholders, fill in any missing details, and gather additional requirements for Wave 2. We will also meet with Xerox to map out the milestones for Waves 2-7.

The CJIS business team will work with stakeholders to review and finalize additional requirements for Wave 2 in October. ■

**ACCOMPLISHMENTS**

**Wave 1**

1. Worked with stakeholders on requirements and sent them to Xerox.
2. Xerox, CJIS agreed on milestone dates for Wave 1.
3. Expanded scope to include a front

end screen in CISS to submit arrest paperwork and an interface to RMS systems.

**Wave 2**

4. Began work on requirements for Information Exchanges.

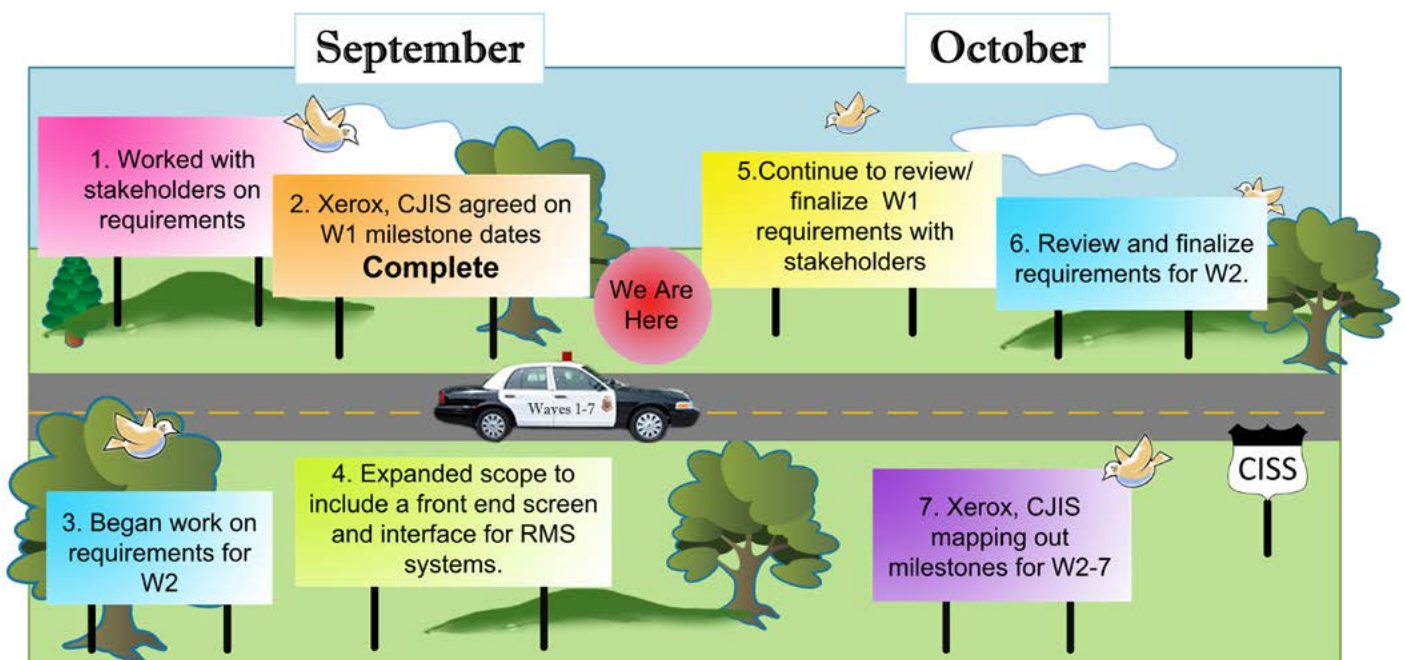
**NEXT MONTH**

**Wave 1**

5. Work with stakeholders to continue to review and finalize requirements.

**Waves 2-7**

6. Review and finalize additional requirements for Wave 2.
7. Xerox, CJIS map out milestones for remaining Waves.



*Karl Lewis, continued from page 1*

prisoner release functions electronically. The result of this information exchange is that better community release decisions are made. Prior to its introduction, case information was only available in paper format. Not only was this a less efficient system, but there was a risk that information might be lost. In effect, the Case Notes computer system unifies the efforts of two different state agencies who share prisoner release information, which is similar to the CISS concept, though on a smaller scale.

Lewis was part of a group of four to five DOC representatives who helped to design, test, and distribute the Case Notes software within correctional facilities. He and others managed to build a relationship with users in the correctional system by working side-by-side with users at each facility to help train and adapt them to the new system. Currently, the Case Notes computer system is fully implemented in DOC facilities and effectively provides access to thousands of offender

cases.

Bringing his experience with developing the Case Notes system, Lewis worked with CJIS business analysts to help construct requirements for Phase I of CISS. He also participated as a subject matter expert when designing

*“We are about public and staff safety, institutional security, and holding offenders accountable to address reasons for their criminal conduct”*

workflows that prioritized the information exchange.

For DOC, Lewis believes that CISS will help to manage offenders at all stages of incarceration. He specifically wants to use CISS to efficiently assess and classify an offender when first entering the correctional system, since there are limited beds available in the Connecticut prison system. Using their current classification system, prisoners are placed in a facility based on the seven risks and seven needs factors. CISS will provide access to information to help determine the needs and risks for each new offender, accelerating this classification process. It will provide more timely information, including a detailed police report, and it will allow users to gather, share and analyze more information about an offender. This information will also provide evidence when creating a release plan. “We are about public

and staff safety, institutional security, and holding offenders accountable to address reasons for their criminal conduct,” he said. Lewis is looking to CISS to help facilitate this effort.

Some of the challenges for CISS, as he sees it, are that with any large scale implementation, the devil is in the details. In any large organization where information is collected and stored in a variety of operations systems, whether several years old or recently updated, getting the systems to communicate with CISS is going to require some preparation. And, with diverse agency cultures that do not share a common colloquial language, it can be difficult to search through the vast amount of information and be able to correctly translate and provide it for all that need it. Security of data, with no compromise of privacy and rights of victim, is also imperative and can pose a challenge. Lewis is confident that CISS can overcome these challenges and become the premier information sharing system for the Connecticut criminal justice community. ■

### ~ Meetings ~

The next **CJIS Governing Board Quarterly Meeting** will be held on October 17, 2013 at 1:30 PM at Office of Chief State's Attorney, 300 Corporate Place in Rocky Hill.

The next **CISS Monthly Status Meeting** will be held on October 9, at 2:30 PM at 101 East River Drive, East Hartford.



*All CJIS newsletters and meeting minutes are posted on [www.ct.gov/cjis](http://www.ct.gov/cjis)*